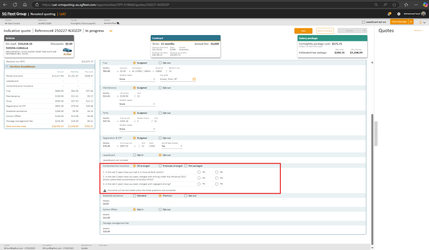
# Motor Vehicle Insurance

## Summary



Please note all 3 questions in regard to comprehensive insurance must be answered with a ‘Yes’ or ‘No’ before proceeding further.

## Features and Benefits (inclusions)

**Lease Payout**

* UNLIMITED Lease payout cover – this is the main driver of the policy cost – we will pay out the market value or the finance payout whichever is greater – meaning there is never a financial obligation more than the premium and excess.

**Open Driver**

* Anyone that is legally allowed to drive the car (i.e. not a p-plater and high-powered car) and is authorized by the policy holder is covered and only inexperienced driver excesses apply where necessary. No listed drivers.

**Other covers**

* Excess free windscreen, choice of repairer, hire car policy, Australia wide coverage including off-road

## Exclusions

* Racetrack
* Ridesharing

## FAQ

**It is too expensive / I can get a cheaper policy elsewhere.**

Emphasise **Lease Payout Protection** & plant seeds of doubt around this. Eg “Hopefully you’ll never have to use it, but that’s the whole reason we have insurance”.

Does the policy you are comparing it to have **Lease Payout Protection**? What would you do if you were to write off your vehicle and required to pay a large gap between your insurance payout and finance owing?

Net cost comparison – Only $xx per week for the additional protection of Lease Payout cover.

What does your insurer’s policy actually cover? What are the exclusions? Your policy may be half the price but is likely also half the amount of cover.

**I have a new for old replacement with my own insurance policy elsewhere.**

What are the conditions on the new for old replacement policy with that insurer? Several insurers may have clauses that may not be as straight forward as you think. Some still decide to payout instead of replacing. This can create the same issues as not having Lease Payout Protection.

Most of these policies state that it is at the discretion of the Insurance company whether they actually proceed with and honour a new for old replacement.

If the vehicle is being replaced and the insurer has delays, you are required to continue payments until they finalise the claim and replace the vehicle. This can be a costly exercise as you may be dealing with several different companies. The one-stop-shop of SG Fleet will assist with convenience, ease and peace of mind.

 SG Fleet is a one stop shop – you are fully protected and contact us for all your insurance needs.

**I will just insure my car for an agreed value – the same as the payout figure. This works out the same as Lease Payout Protection.**

 Most insurers only allow agreed value on insurance policies to be no more than 10% over the market value of the vehicle.

The premium may be a lot more expensive, then if you don’t update the agreed value each year by the anniversary date, your premium will remain high and your insured amount will revert back to the Market Value. If you forget to do this, it could be an extremely costly mistake.

## Objection Handling Tips

**Option 1**

Acknowledge customer's concern.

SG Fleet car insurance may seem more expensive than other policies.  This is largely because it includes lease payout cover automatically which you typically will not find with other insurers.  This car insurance is tailored specifically for a novated lease and is a premium level of cover.

Yes the SG Fleet car insurance is not the cheapest in the market but it is a premium level of cover specifically designed for a novated lease.  There are some benefits you wont get with another insurers as follows:

* 3 years new for old. Most other insurers only offer 1 or 2 years new for old
* Open driver policy so no need to add additional drivers and risk increasing the annual premium cost
* Unlimited windscreen claims with no excess
* Lease payout – if your car is written off or stolen, the insurance company will pay market value which is not always enough to finalise the novated lease at the time.  The lease payout will cover that difference for you so you do not need to contribute towards a car that effectively no longer exists.
* Choice of repairer + hire car
* Generous Hire Car options for both theft and Accident (up to $3,000 per claim)
* Faultless collision excess if not at fault
* Emergency Repair cover ($2,500)
* Emergency Travel and Accommodation cover
* Covered for Off-Road use
* Personal Effects cover (up to $3,000 including tools of trade and laptops)
* Locks and Keys cover
* Trailer cover

**Option 2**

This is our tailor-made coverage with Vero which provides an extra benefit in the form of **lease payout** which is not offered on standard insurance policies.  In the event you were to be in an accident and your car is a total loss, you will be responsible for the difference between the market value of the vehicle and what is owed to the financier.  SG Fleet insurance covers you for this difference and you walk away from the accident obligation free.  Bear in mind, that the payout amount of your vehicle is higher than the purchase price and that the market value/agreed value may not cover this.  Below is a diagram with a rough example of how your vehicle may depreciate against the lease payout:

